

important to them and works hard to meet requests for information in a timely and efficient manner. Right now she is looking for a suitable position with an exciting and ambitious company.

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| Skills | | | |
| | Customer service Relationship building Complaint Procedures Positive language Telephone techniques Effective questioning Managing objections Customer satisfaction Web chatting | Professional Process Development Highly organised Planning & preparation Managing time Troubleshooting Negotiating skills IT skills Multi-tasking | Personal Listening skills Customer engagement Working with others Body language Pro-active Self disciplined Articulate Tenacious |

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| Career | CUSTOMER SERVICE ADVISOR | May 2007 - Present | Call Centre |
| | Responsible for handling a wide range of incoming calls and face to face meetings with customers. Also in charge of resolving all interactions positively and to the customers complete satisfaction. Responding appropriately to customer questions and comments. Screening calls, and handling 'wafflers' and 'insistent' callers. Identify gaps in a customer's records & then collecting information to fill them in the gaps. Assisting customers in making a decision about a product or service to buy. Maintain and updating customer databases. Keeping accurate records of discussions or correspondence with customers. Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork. Undertaking general administrative duties like filing, photocopying and opening mail. | | |

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| Academic | CUSTOMER SERVICES ASSISTANT | Feb 2006 – May 2007 | |
| | Retail Shop | | |
| | Nuneaton University | 2003 – 2006 | |
| | Business Administration BA (Hons) | | |
| | Nuneaton College | 2001 – 2003 | |
| | A levels: Math (A) English (C) Physics (B) Geography (D) | | |

Summary A level headed, calm and unflappable individual who is able to carry out any customer service role professionally and effectively. Jane has a long track record of increasing customer loyalty and retention, she does this through having an in-depth understanding of the tasks, responsibilities and skills involved in customer service work. She always keeps her customers updated on issues